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## PART II-A

### GOVERNMENT OF MEGHALAYA ORDERS BY THE GOVERNOR

#### NOTIFICATIONS

The 4th October, 2006.

**No.MERC/06/2006/103.**—In exercise of the power conferred by sub-section (2) of section 181 read with section 64 of the Electricity Act, 2003 and all powers enabling it in that behalf the Meghalaya State Electricity Regulatory Commission hereby makes the following regulations, namely—

#### 1. Short title and commencement

- (1) These regulations may be called the Meghalaya State Electricity Regulatory Commission (Determination of Tariff) Regulations, 2006.
- (2) They shall come into force on the date of their publication in the Gazette of Meghalaya.

#### 2. Definitions

- (1) In these regulations, unless the context otherwise requires—
  - (a) "Act" means the Electricity Act, 2003;
  - (b) "Commission" means the Meghalaya State Electricity Regulatory Commission;
  - (c) "Tariff application" means the application as referred to in regulation 3 for the determination of tariff and "applicant" shall be construed accordingly;
  - (d) "Tariff order" means the order determining the tariff by the Commission under regulation 5;
- (2) Words used in these regulations and not defined in these regulations but defined in the Act shall have the meanings assigned to them in the Act.

#### 3. Application for determination of tariff

- (1) For determination of tariff for any financial year, a generating company or a licensee, as the case may be, shall, by the last day of November of the year preceding, make its tariff application to the Commission.
- (2) A fee of Rs. 5,00,000.00 P. shall be paid for each application.
- (3) In the case of a new generating company the application shall be made at least three months before commercial operation commences and in the case of a new licensee not later than one month after the licence has been granted.
- (4) In addition to the information included in the application the generating company or the licensee as the case may be shall furnish such further information as may be called for by the Commission.

**4. Publication of the application**

- (1) The generating company or the licensee, as the case may be, shall publish its application in an abridged form in one of the local papers having wide circulation in its area of operation.
- (2) The abridged form referred to in sub-regulation (1) shall contain, *inter alia*,
  - (a) the summary of the tariff proposals;
  - (b) the salient features of the generation plant or of the transmission system or of the distribution network as the case may be;
  - (c) the capital cost and the depreciation value of existing assets, if any;
  - (d) the source of financing the project;
  - (e) the area and time schedule of operation;
  - (f) subsidy to be provided;
- (3) Any person or association of persons interested may, within thirty days from the date of publication of the application, send its objections or suggestions to the Commission for its consideration.

**5. Determination of the tariff**

- (1) For the determination of the tariff, the Commission shall hear the applicants and may also give opportunity to the person or association of persons who have sent in their objections or suggestions to elicit their views on the tariff proposals.
- (2) After considering the tariff application and proposals and hearing the parties concerned the Commission shall within a period not exceeding one hundred and twenty days from the receipt of the application by an order determine the tariff and different tariff may be determined for different areas of operation.
- (3) The tariff so determined shall remain in force for the period of a financial year:  
Provided that for reasons to be recorded the Commission may order that the tariff shall continue for such further period not exceeding one year as it may decide.
- (4) On the determination by the Commission, the generating company or the licensee, as the case may be, shall publish the tariff so determined in one of the local news paper having wide circulation in the area of operation.
- (5) No generation company or licensee shall -
  - (a) before the tariff has been determined, commence commercial operations unless the Commission by special order so permits; or
  - (b) recover charges over the tariff determined by the Commission but shall refund any excess amount recovered, if any, to the person concerned along with interest at Bank rate.

**6. Multi year tariff**

The commission may adopt multi year tariff principles for the determination of tariff and may require the applicants to furnish information as it may accordingly require.

**7. Power to review**

- (1) In case any error apparent on the face of the records the Commission may on its own motion or otherwise review the tariff order.
- (2) The generating company or the licensee, if it is aggrieved on the ground the tariff order was passed under a mistake of fact or ignorance of any material fact may, within a period of sixty days from the passing of the tariff order, and on payment of fees as may be due, file a petition before the Commission for review of the order and the Commission shall pass such orders thereon.

**8. Proceedings before the Commission**

All hearings, decisions taken and orders passed under these regulations shall be deemed to be proceedings before the Commission.

**9. Use of the information**

The Commission shall have the right to use the information submitted by an applicant or to publish it if it considers it necessary to do so.

**10. Powers to remove difficulties**

If any difficulty arises in giving effect to any of the provisions of these regulations the Commission may in order to remove the difficulty, do or direct that such things be done as are not opposed to the spirit of these regulations.

**T. DKHAR,**

Secretary

Meghalaya State Electricity Regulatory Commission.

**The Meghalaya State Electricity Regulatory Commission(Powers and Duties of Secretary)  
Regulations, 2006**

**(REGULATION 2 OF 2006)**

(Published in the Gazette of Meghalaya issue dated 3rd August, 2006)

The 4<sup>th</sup> October, 2006

**MERC/06/2006/104.**— In exercise of the powers conferred by sub-section (2) of section 181 read with sub-section (1) of section 91 of the Electricity Act, 2003 and all other power enabling it in this behalf, the Meghalaya State Electricity Regulatory Commission hereby makes the following regulations, the same having been previously published in the Gazette of Meghalaya of issue dated 3rd August, 2006 and duly considered.

**1. Short title and commencement :-**

- (1) These regulations may be called the Meghalaya State Electricity Regulatory Commission (Powers and duties of Secretary) Regulations, 2006.
- (2) They shall come into force on the date of their publication in the Gazette of Meghalaya.

**2. Definitions**

In these regulations unless the context otherwise requires-

- (a) "Chairperson" means the Chairperson of the Commission;
- (b) "Commission" means the Meghalaya State Electricity Regulatory Commission; and
- (c) "Secretary" means the Secretary of the Commission.

**3. Powers of the Secretary**

- (1) The Secretary shall be the principal officer of the Commission and shall exercise powers under the control of the Chairperson.
- (2) Without prejudice to the generality of the provisions of sub-regulations (1) the Secretary shall have the powers to -
  - (a) receive petitions, applications and representations and to refuse to receive petition, applications and representations found to be not in order due to specific infirmities including non payment of fees, and pass relevant orders thereon;
  - (b) lay before the Commission petitions application or representations requiring a decision or order of the Commission;

- 
- (b) make or cause to be made preliminary enquiry into any matter connected with the petitions, applications or representations received by him and to obtain necessary clarification;
  - (c) enforce the orders and directions of the Commission;
  - (d) pass T.A. bills of officers and staff of the Commission;
  - (e) draw and disburse salaries and other payments to be made by the Commission; and
  - (f) exercise administrative control over the officers and staff of the Commission and enforce discipline.

#### 4. Duties of the Secretary

The duties of the Secretary shall be to

- (a) maintain or cause to be maintained in proper form the records of the Commission including the seals and stamps;
- (b) authenticate copies of orders, notices or directions issued by the Commission;
- (c) sign the letters and other communications emanating from the Commission;
- (d) maintain or cause to be maintained a cash book and to close the balance over his signature;
- (e) prepare report, expenditure statement, budget estimate as may be required; and
- (f) assist the Commission in all matters as the Chairperson may direct.

#### 5. Generality of the powers and duties.

Subject to direction of the Chairperson, the Secretary shall exercise the powers and perform such other functions for maintaining the dignity and efficiency of the Commission.

#### 6. Absent of the Secretary.

In case the Secretary is absent or is unable to exercise his powers or perform his duties, the Chairperson may direct that the powers and duties be exercised or performed by such other officer of the Commission for such time and subject to such conditions as he may deem fit.

By Order of the Commission  
Secretary,  
Meghalaya State  
Electricity Regulatory Commission.

Shillong the 13<sup>th</sup> October, 2006.

**No.IPR.48/2005/Pt-II/28.**—In exercise of the power conferred by clauses (b) and (c) of sub-section (2) of section 27 of the Right to Information Act, 2005 (22 of 2005), the Government of Meghalaya hereby adapts the Right to Information (Regulation of Fee and Cost) Amendment Rules 2006, made by the Central Government published vide Notification No.GSR.294(E) dated 17th May, 2006 in Part II Section 3 (i) of the Gazette of India.

**A. SOM,**  
Commissioner & Secretary,  
Information & Public Relations Department.

**MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS**

**(Department of Personnel & Training)**

**NOTIFICATION**

New Delhi, the 17th May, 2006

**No.G.S.R.294(E).**—In exercise of the powers conferred by clauses (b) and (c) of Sub-section (2) of Section 27 of the Right to Information Act, 2005 (22 of 2005), the Central Government hereby makes the following rules further to amend the Right to Information (Regulation of Fee and Cost) Rules, 2005, namely:—

1. **Short Title and Commencement**—(1) These rules may be called the Right to Information (Regulation of Fee and Cost) Amendment Rules, 2006.
  - (2) They shall come into force on the date of their publication in the Official Gazette.
2. In the Right to Information (Regulation of Fee and Cost) Rules, 2005,—
  - (a) in rule 3, after the words “bankers cheque”, the words “or Indian Postal Order” shall be inserted;
  - (b) in rule 4, after the words “bankers cheque”, the words “or Indian Postal Order” shall be inserted;
  - (c) in rule 5, after the words “bankers cheque”, the words “or Indian Postal Order” shall be inserted;

**Note:**—The principal rules were published in the Gazette of India, Extraordinary, Part II, Section 3, Sub-section (i), dated the 1st October, 2005 vide number G.S.R. 336 dated the 16th September, 2005 and were amended vide number G.S.R. 649(E) dated the 27th October, 2005.

[F.No.34012/8(S)/2005-Estt.(B)]  
C. B. PALIWAL, Jt. Secy.

**A. SOM,**  
Commissioner & Secretary,  
Information & Public Relations Department.

**MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION**

The 22nd September, 2006

**No.MERC/06/2006/100.**—In exercise of the powers conferred by sub-section (2) of section 181 read with sub-section (3) of section 91 of the Electricity Act, 2003 the Meghalaya State Electricity Regulatory Commission, with the approval of the Government of Meghalaya, hereby make the following regulations, namely –

**1. Short title and commencement**

- (1) These regulations may be called the Meghalaya State Electricity Regulatory Commission (Appointment and Conditions of Service of Officers and Staff) Regulations, 2006.
- (2) They shall come into force on the date of their publication in the Gazette of Meghalaya.

**2. Definitions**

In these regulations, unless the context otherwise, requires –

- (a) “Commission” means the Meghalaya State Electricity Regulatory Commission.
- (b) “Schedule” means the Schedule appended to these regulations.
- (c) “State Government” means the Government of the State of Meghalaya.

**3. Categories and number of posts and scales of pay**

- (1) The categories of posts in the office of the Commission and qualifications for being eligible for appointment shall be as specified in columns (1) and (3) of the Schedule.
- (2) At the commencement of these regulations, the number of and the scales of pay attached to the posts shall be as specified in columns (2) and (5) of the Schedule.
- (3) In addition to the specified scale of pay, all allowances as are admissible to employees of the State Government of corresponding grades shall apply to employees of the Commission.

**4. Mode of appointments**

- (1) Appointment to posts of Secretary, Finance and Accounts Officer and all other posts shall be made by taking persons on deputation. In the event of suitable candidates not being available, direct recruitment will be resorted to.

**5. Appointment on contract basis**

- (1) In case a necessity arises requiring specialised or expert knowledge for dealing with a particular matter or subject the Commission may engage persons of requisite qualification and experience on such terms as may be determined.
- (2) The period of such engagement shall not exceed one year.

**6. Leave, travel and other benefits, conduct and discipline**

- (1) The rules and orders of the State Government governing reservation shall apply to all recruitments in the Commission.
- (2) Rules and orders of the State Government governing leave, conduct, discipline, medical attendance, travel and any other aspect of service will apply *mutatis mutandis* to all Commission employees.
- (3) In the case of employees other than the Secretary, the Secretary of the Commission shall be the disciplinary authority and the Chairman the appellate authority and in case of the Secretary, the Chairman shall be disciplinary authority.

**7. Amendment of the Schedule**

The Commission may with approval of the State Government amend the Schedule.

**8. Appointments made before the framing of the regulations**

Any steps taken or appointments made prior to the coming into force of these regulations will be deemed to have been done under the corresponding provisions of these regulations.

## 9. Interpretation

Any case requiring interpretation of any of the provisions of these regulations shall be referred to the Commission and its decision thereon shall be final.

Secretary  
Meghalaya State Electricity Regulatory Commission.

## SCHEDULE

[See regulations 2(b), 3(1), 3(2) & 7]

Posts	Number of posts	Minimum educational qualifications	Preference	Scale of pay
(1)	(2)	(3)	(4)	(5)
Secretary	1	Graduate degree from a recognised University.	Persons who have held the post of Deputy Secretary or equivalent in the State Government or has had more than ten years' experience of working in any Public Authority as a Group A Officer.	12750-375-16500
Finance & Accounts Officer	1	Graduate degree in Commerce from a recognised University with experience in cost accountancy and book keeping.	Persons with working experience in accounts services of Government or any Public Authority possessing the prescribed educational qualifications.	6350-225-7700-EB-240-9380-250-11130
Stenographer (Grade II)	2	Graduate degree from a recognised University with a speed of not less than 120 words per minute in short-hand and having computer knowledge.	Persons already holding the post of Stenographer (Grade II) or those with 3 years experience of working as a Stenographer, (Grade III) in Government or in any Public Authority.	4900-130-5680-EB-140-6800-150-8300
Lower Division Assistant-Cum-Typist	1	Graduate degree from a recognised University with a typing speed of not less than 30 words per minute and having computer knowledge.	Persons with the necessary qualifications already holding an equivalent post in Government or in any Public Authority.	3100-70-3520-EB-80-4160-90-5060
Driver	1	Class VIII passed from a recognised School and possessing a valid driving licence	—	2900-60-3260-EB-70-3820-80-4620
Peon	2	Class VIII passed from a recognised school	—	2440-40-2650-EB-50-3080-60- 3680
Chowkidar	1	Class VIII passed from a recognised school.	—	2440-4-2650-EB-50-3080-60-3680.

**\*Explanation :** In column 4 expression "Public Authority" includes all Offices, Organisations, P.S.U.s, Autonomous Bodies, Educational Institutions, etc., wholly or largely supported by public funds.

## MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION

In exercise of the regulatory powers conferred under sub-section (2) of section 181 read with sections 57 and 59 of the Electricity Act, 2003 and all powers enabling it in that behalf the Meghalaya State Electricity Regulatory Commission, hereby make the following regulations, namely –

### 1. Short title and commencement

- (1) These regulations may be called the Meghalaya State Electricity Regulatory Commission (Standard of Performance) Regulations, 2006.
- (2) They shall come into force on the date of their publication in the Gazette of Meghalaya.

### 2. Definitions

- (a) "ACT" means the Electricity Act, 2003;
- (b) "Commission" means the Meghalaya State Electricity Regulatory Commission.
- (c) "Licensee" means a person who has been granted a license to distribute electricity under the Act.
- (d) "Regulations" means the Meghalaya State Electricity Regulatory Commission (Standards of Performance) Regulations, 2006.
- (e) "Rural areas" means the areas notified as such from time to time by the Commission for the purpose of these regulations;
- (f) "Schedule" means the schedule appended to these regulations; and
- (g) "Standards of performance" means the performance required of a licensee under regulation 3;

### 3. Standards of Performance

- (1) A licensee is required to achieve the minimum standard of performance specified in Schedule I.
- (2) The Commission may amend the Schedules to the extent necessary from time to time.
- (3) For failing to achieve the standards of performance set out in column 2 of the Schedule a licensee will be liable to pay to the consumer the amount specified in column 3.

### 4. Relaxation of the standards of performance

The standards of performance in the Schedule I may be relaxed by general or special order of the Commission in case of war, civil commotion, flood, cyclone, lightening, strike, lockout or circumstances beyond the control of the licensee.

### 5. Complaints

- (1) A person affected by any shortfall in the standard of performance may make a complaint to the licensee through a written note, personal contact, telephone call or otherwise and the licensee shall arrange to acknowledge the complaint and record it serially noting the date and time of its receipt, the nature of the complaint and the approximate time for the defect to be set right.
- (2) If there is a shortfall in the performance of the licensee, the affected person may make a claim to the licensee in Form A for the amount specified in Schedule I.

## 6. Levels of performance

A licensee shall in the month of January furnish to the Commission information for the previous year in the form prescribed in Schedule II specifying the number and nature of complaints received during the preceding calendar year, and the extent and time which the complaint have been attended to and set right and the amounts paid for cases of shortfall in performance.

## 7. Power to remove difficulties

- (1) If the Commission is satisfied that there are genuine difficulties in the implementation of any of the provisions of these regulations it may relax the provisions to such extent and subject to such conditions as it may decide.
- (2) Any matter relating to but not adequately covered under these regulations shall, if necessary, be referred to or taken up by the Commission and its decision thereon shall be final.

Secretary  
Meghalaya State Electricity Regulatory Commission

## SCHEDULE I

[Regulations 3,4 and 5 (2) of the MSERC (Standard of Performance)  
Regulations 2006]

Nature of service	Time schedule for setting the fault or breakdown right/disposing of the applications.	Amount payable for not adhering to the time schedule to be counted immediately after the last hour.
(1)	(2)	(3)
<b>Defects</b>		
(i) Fuse break downs	Within 6 hours (T/A)* Within 24 hours (R/A)**	Rs. 20 per hour
(ii) Supply line break downs	Within 10 hours (T/A) Within 48 hours (R/A)	Rs. 20 per hour
(iii) Transformer failure	Within 24 hours (T/A) Within 72 hours (R/A)	Rs. 20 per hour
(iv) Metering defects	Within 10 days (T/A) Within 30 days (R/A)	Rs. 20 per hour
(v) Billing defects	Within 5 days (T/A) Within 10 days (R/A)	Rs. 20 per day
<b>Applications</b>		
(vi) For new supply connection	Within 7 days (T/A) Within 14 days (R/A)	Rs. 100
(vii) For additional supply connection	Within 5 days (T/A) Within 10 days (R/A)	Rs. 100
(viii) For changing phase of service connection	Within 5 days (T/A) Within 10 days (R/A)	Rs. 100
(ix) For change of name of consumer	Within 3 days (T/A) Within 7 days (R/A)	Rs. 20 per day
(x) Erection of transformers/substations	Within 30 days (T/A) Within 60 days (R/A)	Rs. 500 per day

\* Town area, \*\* Rural area.

## SCHEDULE II

(Information relating to levels of performance)

[Regulation 6 of the MSERC (Standards of Performance) Regulations, 2006]

1. Period of the information : From 1.1.\_\_\_\_\_ to 31.12\_\_\_\_\_
2. Total number of complaints received : (Town areas)\_\_\_\_\_ Nos
3. Total number of complaints attended to : (Rural areas)\_\_\_\_\_ Nos
4. Amount paid due to shortfall in performance.
5. Categories of complaints or applications.

Categories	In Town Areas	In Rural Areas	Time taken to set right the breakdown or to dispose of the application
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### Defects

- (i) Fuse breakdowns.
- (ii) Supply line breakdowns.
- (iii) Transformer failures.
- (iv) Billing defects.

### Applications

- (v) For new supply connection
- (vi) For additional supply connection.
- (vii) For changing phase service connection
- (viii) For change of name of consumer.

## FORM 'A'

Application for claiming amount for shortfall in performance

[Regulation 5 (2) of the MSERC (Standards of Performance) Regulations, 2006]

1. Name and address of the Consumer :
2. Consumer number :
3. Complaint number :
4. Nature of complaint :
5. Date and time of lodging the complaint :
6. Standard time set for the fault to be set right/for the application to be disposed of :
7. Actual time taken by the licensee vis-a-vis time set as per item 6 :

8. Amount claim for shortfall in the performance of service by the licensee :  
9. Name and address of the licensee :

To \_\_\_\_\_ Signature of the consumer

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### ACKNOWLEDGEMENT BY THE LICENSEE

Received from \_\_\_\_\_ (Name and address),  
Consumer

Number \_\_\_\_\_, application No \_\_\_\_\_ dated \_\_\_\_\_

claiming amount of Rs. \_\_\_\_\_ only  
for shortfall in the performance of service by the licensee.

#### MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION

In exercise of the regulatory powers under sub-section (2) of section 181 read with section 50 of the Electricity Act, 2003 and all powers enabling it in that behalf, the Meghalaya State Electricity Regulatory Commission hereby make the following Code, namely-

##### 1. Short title and commencement

- (1) This Code may be called the Meghalaya Electricity Supply Code, 2006.
- (2) It shall come into force on the date of its publication in the Gazette of Meghalaya.

##### 2. Definitions

In this code, unless the context otherwise requires—

- (a) “ACT” means the Electricity Act, 2003;
- (b) “Code” means the Meghalaya Electricity Supply Code, 2006.
- (c) “Commission” means the Meghalaya State Electricity Regulatory Commission.
- (d) “Consumption” means consumption of electricity and the word ‘consumer’ shall be construed to mean a consumer of electricity.
- (e) “Electricity charges” means charges payable for electricity consumed, calculated at rates specified under the Tariff Regulations but excluding any tax, duty or cess payable under any Law.
- (f) “Licensee” means a person who has been granted a licence to distribute electricity under the Act.
- (g) “Rural areas” means areas notified as such from time to time by the Commission for the purpose of this Code; and
- (h) “Tariff Regulations” means the Meghalaya State Electricity Regulatory Commission (Determination of Tariffs) Regulations, 2006.

### **3. Classification of supply**

Supply of electricity of low tension (LT) high tension (HT) and extra high tension (EHT) electricity is as classified hereunder and shall be maintained as such.

<u>Connected Load</u>	<u>Character of supply</u>	<u>Classification</u>
Upto 5 KW	230 volts single phase AC, 50 c/s depending upon availability of Voltage and supply.	LT
Above 5 KW and upto 50 KW	A00 volts and above, 3 phase 4 wire AC, 50 C/s depending upon availability of voltage and supply.	LT
Above 50 KW	11 KV and above including 33 KV, 3 Phase 3 wire AC, 50 C/S HT depending upon availability of voltage and SUPPLY.	HT
5000 kW and above	132 KV and above 3 phase 3 wire AC, 50 C/S depending upon availability of voltage and supply.	EHT

### **4. Categorisation of supply**

Consumption of electricity is categorised as follows, that is –

**(A) Domestic consumption.** including consumption –

- (a) For lighting, heating, cooling, fans and other household appliances in a private dwelling house
- (b) In temples, churches, mosque, gurudwaras and other places of religious worship or spiritual discourse.
- (c) In hospitals, dispensaries, health centres run by Government or by charitable, religious or social organisations run on a no-profit or non commercial basis;
- (d) In schools, colleges, hostels boarding houses for students run by Government or by charitable, religious or social organisation on a no-profit or non commercial basis; and
- (e) In ashrams, dharamsalas, community halls and institutions run by recognised welfare organisations.

**(B) Commercial consumption.** including consumption–

- (a) In shops, banks, hotels, restaurants, cinema halls, petrol pumps and commercial and business establishments;
- (b) in nursing homes, dispensaries, pathological laboratories, x-ray clinics and other such commercial establishments;
- (c) in fairs and exhibitions and for signboards and hoardings; and
- (d) other consumption not falling under any other category under the clause.

Note— Where domestic and commercial consumption is mixed, the consumption shall be classified as commercial.

**(B) Industrial consumption.** including consumption in garages, factories and other industrial or manufacturing establishments.

**(B) Public service consumption.** including consumption –

- (a) by Government and District Council Offices, Municipal Boards Municipal Corporations Local Bodies.
- (b) For street lighting, Park lighting and signal system.

### **5. Recovery of electricity charges**

- (1) Electricity charges shall be recovered by the licensee from a consumer in the manner specified under this Code.

- (2) Electricity charges shall be calculated and recovered as per rates specified from time to time in the Tariff Regulations
- (3) In rural areas, where a franchisee is engaged for collection of electricity charges, a franchisee fee not exceeding five percent over the rates fixed for a dwellings or a cluster of dwellings may be recovered over and above the electricity charges due.

## **6. Electricity Bills**

- (1) Electricity bills shall be prepared by the licensee on a bi-monthly basis. The forms in which the bill will be issued will be finalised by the licensee in consultation with the Commission. The format will contain the name and address of the consumer, his account or consumer no., details of the current reading, applicable tariff, amount due, due date and taxes or cess levied by the Government. The reverse of the bill will contain information of particular interest to the consumer and shall include clear instructions of how payment is to be made. Relevant extracts from the regulations will also be included.
- (2) The bills shall be sent to the consumer, giving him not less than fifteen days time before the due date, for making the payment.
- (3) For payment made after the due date a late fee of two and a half percent of the gross amount of the bill is leviable:

## **7. Advance payment of electricity bills**

A consumer will have the option to make advance payment towards future consumption of electricity for a maximum period of twelve months. The form to be prescribed for availing this facility will be finalised by the licensee in consultation with the Commission.

## **8. Erroneous bill and complaints**

- (1) If a consumer disputes the correctness of the amount shown in the bill he shall make a complaint to the licensee on or before the date due for payment of the bill.
- (2) If the complaint relates to the amount being excess of the normal consumption, the consumer shall enclose photo copies of the bills of the preceding six months along with the complaint application.
- (3) The licensee shall examine the complaint and, if the complaint is found to be correct, shall issue a revised bill giving the consumer not less than seven days time to pay.
- (4) If the meter is found to be defective or the reading is erroneous the licensee shall prepare a revised bill based on the average consumption of the preceding six months.
- (5) Excess amount paid, if any, by the consumer pertaining to the bill in dispute shall be adjusted against subsequent bills.

## **9. Meter reading meters**

- (1) The licensee shall maintain a meter reading card where meter readings taken from time to time shall be recorded.
- (2) the meter reading card shall be kept at the premises of the consumer.

## **10. Advance or special reading of card**

- (1) In case a consumer leaves or vacates the premises he may make a request to the licensee for arranging an advance or special reading of the meter.
- (2) The request shall be made not less than ten days from the date intended and the licensee shall arrange for a reading to be taken.

**11. Right to enter and check**

The licensee or any person duly authorised by him at any time between 9.00 A.M. and 6.00 P.M. of the day enter upon the land or premises of a consumer—

- (a) To read meters and note down the readings; and
- (b) To inspect, test, repair remove and replace the supply lines, meters, apparatus or things as may be found necessary.

**12. Right to check unauthorised use**

If the licensee has reasons to believe that any supply line, meter or apparatus is tampered with, distressed, damaged or unauthorisedly used, he or any person duly authorised by him may enter, inspect, test and to do such things as may be lawfully required for removal of the breach or unauthorised use.

**13. Application and condition for supply of electricity**

- (1) An application for supply of electricity by an owner or an occupier, as the case may be, of a premises shall be accompanied by a fee of rupees two hundred and a test report. The application form and the test report form will be finalised by the licensee in consultation with the Commission. For Industrial consumption the fee will be one thousand rupees and the application form and test report form will be prescribed by the licensee in consultation with the Commission.
- (2) Where, subject to the provisions of the Act, supply is given, the licensee will levy a fee of rupees two thousand for each connection in the case of domestic or commercial consumers, and rupees ten thousand in the case of industrial consumers.
- (3) The cost of poles, overhead supply lines, meters, plants and equipments shall be borne by the consumer and such other miscellaneous expenses as the Commission may fix if necessary.
- (4) The licensee shall prepare an estimate of the cost involved and send it to the applicant consumer for payment before the service line is laid.
- (5) Equipment connected with the supply and not belonging to the consumer shall be property of licensee.

**14. Temporary supply**

- (1) Temporary supply may be provided to a premises, hall, field or place for purpose of marriage receptions, fairs and sporting events or for social or religious festivals the duration of which is not to exceed thirty days in each case.
- (2) The provisions of paragraph 13 of this Code shall apply for temporary supply.
- (3) Electricity charges for temporary connection shall be provided in the Tariff Regulations.

**15. Payment of security**

A consumer shall pay a security amount equivalent to the average of two months charges for the load applied for by the consumer. This will be adjusted in six equal instalments

Provided that in the case of temporary supply a lumpsum charge as fixed under the Tariff Regulations shall be payable.

**16. Disconnection of supply**

- (1) If a consumer neglects or refuses to pay the electric bills for a period of one month the licensee shall serve him a notice of fifteen clear days and disconnect the electric supply after the notice period expires.
- (2) If after disconnection, the consumer pays the amount of the bills due and the cost of connection the licensee shall reconnect the supply.

**17. Change of name of consumer**

- (1) In case of change of name of the consumer the licensee shall transfer the connection to the new owner of the premises or the new occupier as the case may be. The application for the change shall :–
- (a) in case of sale, lease or transfer, be accompanied by sufficient proof of ownership and
  - (b) in case of change of occupancy, be accompanied by a letter of consent from the transferor or a no-objection certificate from the owner of the premises.

**18. Centres for payment of electric bills and sale of meters.**

- (1) The licensee shall set up centres for payment at convenient places within his area of supply where consumers shall pay the electric bills and shall once a year in January publish the location of such centres for public information.
- (2) The licensee shall make arrangements to call or repair electric meters within their area of supply.

**19. Maintenance of supply**

- (1) It shall be the duty of the licensee to take all measures to provide and maintain uninterrupted supply of electricity to the beyond the control of the licensee.
- (2) Where supply has to be shut down for repair or testing of the lines or equipment, the licensee shall give due and prior notice to the consumers of the time and period of the shut down.

**20. Information and assistance**

The licensee shall once a year in January publish in two newspaper having circulation in his area of supply, preferably one being in local language of the area, information relating to –

- (a) The setting up of assistance and services cells, their location, jurisdiction and functions;
- (b) Instructions to help prevent mishaps and precautions to be taken;
- (c) Authorities to hear grievances and complaints; and
- (d) Acts construed as offences under electricity laws, rules and regulations.

**21. Savings**

The system or procedure adopted by a licensee existing prior to the coming into force of this Code may continue to be followed for a period not more than 180 days.

**22. Power to remove difficulties**

- (1) If the Commission is satisfied that there are genuine difficulties in the implementation of any of the provisions of this Code it may relax the provisions to such extent and subject to such conditions as it may decide.
- (2) Any matter relating to, but not adequately covered, by this Code shall, if necessary, be taken up by the Commission and its decision thereon shall be final.